



UNCOLLECTED CHILDREN POLICY AND PROCEDURES

Principles:

- a. The Let's Play Project has the highest regard for the safety, welfare and care of the young people from the point that they are dropped off into our care and until they are collected by a parent or carer or transported home.
- b. If an individual agreement is needed to alter our standard drop off and collection procedures then the team at Let's Play will work with the parents/carers to ensure that alternative arrangements are suitable for all. The Let's Play Project will also work with other agencies, if necessary, to achieve a safe outcome should a young person not be collected by any of the people designated to do so.

1. Policy:

- a. At the end of every session, the Let's Play Project will ensure that all young people are collected by a parent, carer or designated safe person who is over the age of 18.
- b. In the event of failure by a parent, carer or designated person to collect the young person, or to inform the Let's Play Project of late arrival, then the Let's Play Project will make every effort to make contact, if we are unsuccessful then emergency contacts on file will be contacted. However, should this not be successful Social Services or other agencies who can continue the care of the young person will be contacted and support requested.

2. Procedures:

2.1 These procedures will apply if for some reason a young person is not collected at the end of a session provided by the Let's Play Project.

- a. If a parent, carer or designated person is over 5 minutes late in collecting their young person, a member of staff will call the given telephone numbers of the parent, carer or designated person in order to try to ascertain the cause for the delay, and when they expect to arrive at the venue. Messages will always be left on any answer-phone requesting a prompt reply.
- b. While waiting to be collected, the young person will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.

Let's Play Project. Orchards View, Twyford Road, Twyford, Banbury OX17 3JL



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- c. If, after repeated attempts, no contact is made with the parent, carer or designated person, within a period of 30 minutes of the session ending the session leader, Activities Assistant, AM or OM will contact the local Social Services Department if the child has a designated social worker or the MASH team if necessary for advice and support.
- ~~d.~~ In the event of the Social Services being called and responsibility for the young person being passed to a Child Protection agency, the AM or OM will attempt further contact or leave a telephone message on the parent's, carer's or designated person's answer-phone.
- ~~e.~~
- ~~f.~~~~d.~~ The OM or AM on duty will contact the trustee responsible for safeguarding to inform of the situation and provide updates as and when they arise
- ~~g.~~~~e.~~ If contact has not been made with the young person parent, carer or designated person, a note will be delivered through the door of the young person's address by the Activities assistant, OM or AM.
- ~~h.~~~~f.~~ The young person will remain in the care of the staff present until they are collected by the parent, carer or designated person, or alternatively placed in the care of Social Services or the police.
- ~~i.~~~~g.~~ Incidents of late collection will be recorded by a senior member of staff and discussed with the parent or carer at the earliest opportunity.
- ~~j.~~~~h.~~ **The Let's Play Project reserves the right to make a charge of £5 for every 15 minutes late to cover staff costs**
 - 1) If after two weeks of non-payment a second invoice is then sent when an additional £5 administration charge will be added.
 - 2) If payment remains unpaid for more than 2 weeks following a second invoice, then provision could be withdrawn.
- ~~k.~~~~i.~~ In the event of persistent late collection of a service user, and in consultation with all relevant parties, the Let's Play Project reserves the right to withdraw provision

In accessing the Let's Play activities timetable, it will be assumed that parents/carers agree to abide by this policy, unless they contact the Activities Manager. On completing the young person's profile parents agree to adhere to this policy.

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